FREQUENTLY ASKED QUESTIONS

1. **Do we have goals and objectives for this new licensing software project?** Yes. A Project Charter has been provided and adopted by the SDBMOE with project scope, timelines, goals, objectives, and deliverables. Here is a brief list of what we expect to accomplish:

   GOALS/DELIVERABLES

   - Optimize the user experience for applicants and licensees through reengineering and feedback
   - Eliminate current system workarounds and tedious reconciliation processes.
   - Deliver an integrated and comprehensive approach to investigation, board management and discipline tracking functions.
   - Enhance the authorized agent and supervisor experience through forms and checklist automation.
   - Shift to a more strategic focus by reducing manual efforts and redundant tasks for staff.
   - Automate high volume processes and payment functions to improve productivity.
   - Create integrated on-line work ques for automated approvals, status updates and document routing.

2. **Is there an established team working to make this project a success?** Yes. A steering committee was formed in early 2022 when the project first kicked off. Both the vendor (LakeNology) and SDBMOE have defined resources. The committee meets weekly on Thursday mornings and subject matter experts are invited to the meetings as additional guests when appropriate. A complete chart with names and titles is listed in the Project Charter, including roles and responsibilities.

3. **How will I know what my role is?** Roles and responsibilities are defined in the Project Charter for SDBMOE and LakeNology resources. In addition, applicants, licensees, SDBMOE staff, board members, etc. will be part of continuous communications and invited to participate in focus groups, surveys, testing and training when appropriate.

4. **Is there commitment from top level management and will we have support from managers?** Yes. The project is fully funded and approved. The SDBMOE Executive Director has accepted the role of project sponsor and guides all decision-making for this project. The Steering Committee members and subject matter experts are actively involved weekly and provide input to the overall design and process reengineering efforts. There is also an Engagement Manager from LakeNology working with SDBMOE to ensure product acceptance and employee readiness levels throughout the project timeline.

5.  **How will we benefit from this new project?** There are a variety of expected benefits specifically for our customers, but also for the SDBMOE staff.  Here is a brief list of what we believe those are:

    BENEFITS

    - Automated self-service features for applicants and licensees to download/upload and electronically submit their required documents with integrated email correspondence.
    - One-stop application and payment processing will speed time to completion.
    - Extended platform capabilities that provide customer convenience and efficiency by using their device of choice (computer, laptop, phone, tablet, etc.) to access SDBMOE services.
    - Improved customer relations through system-generated contact logging and a more personalized user experience.
    - Auto-generated case numbers and on-line dockets for role-based document review and approvals.

6.  **Will we receive training or documentation on the new software?** Yes.  There will be emails, newsletters, video tutorials and quick reference guides distributed to key stakeholders using the software to facilitate the communication of new functions and features. SDBMOE staff will also conduct face-to-face training for board members and executives that will be using the licensing software.

7.  **How do I provide feedback and/or help contribute to the product you are building?** If you wish to provide feedback and/or contribute to the product, please send an email to SDBMOE@state.sd.us.

8.  **What are the project timelines?** There is a very detailed project plan with timelines, tasks and resources. This document is maintained by LakeNology's Project Manager and is divided into phases.  Our initial team kickoff meeting took place in early February, 2022 in the planning phase which we completed the end of March, 2022. We are currently in the design and build phase.  The design and build phases will take us into Fall, 2023 when our comprehensive testing will begin.  Our planned Go-Live date is projected for early 2024.

9.  **Will we get to see what the new licensing software will look like before it goes live?** Yes. We will communicate throughout the project and will be sharing snippets of information and screenshots related to the new licensing software as we get closer to the testing phase.  If you are participating in the user-acceptance testing, you will have interactive and hands-on experience with the new software.